



Illinois/Iowa Center For Independent Living

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Liz Sherwin
Executive Director

Location:
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Written Testimony: Illinois/Iowa Center for Independent Living
Human Services Budget Hearing
Springfield, IL
Date: September 21, 2011

Dear Commissioners,

On behalf of the Illinois/Iowa Center for Independent Living, I am writing to provide input regarding the Illinois Department of Human Services Budget-FY 2012.

We are concerned about the quality of services provided by various Department of Human Services that directly effects the consumer population within our tri-county service area of Rock Island, Henry, and Mercer Counties.

According to our consumers, the automated communication phone system within the Department of Health Care & Family Services does not meet their needs when trying to contact their local caseworker regarding various issues and services. Previously, the automated phone system provided the option of transferring to a live operator/receptionist; that option is no longer available due to the reduction of office staff, which makes it difficult for individuals with disabilities who are unable to use the automated phone system.

Another major concern we have is the long delay of processing for services within Home Services. The Home Services Program is design to assist individuals with severe disabilities who are at risk of being placed in a nursing home. This program assists individuals with performing day-to-day activities so they are able to remain in their own home and have a contributing part within their communities. The current waiting period for evaluation of services is 90 days, this creates a potential safety hazard, which could result in the individual be placed in a nursing home. In the past, DHS processed individual request for services in a timely manner enabling people with disabilities to remain safely in their own homes.

We hope you will take these issues into consideration when discussing with your colleagues about the DHS budget for FY 2012 and that you will allocate funding appropriately. If you have any questions about our written testimony or about our services please feel free to contact our agency; we be happy to assist you and/or answer any of your questions.

Sincerely,

Hershel Jackson
Deaf Services Advocate

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